



## **DEPARTMENT OF MOTOR VEHICLES FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 1 DEPARTMENT OF MOTOR VEHICLES

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*Mission:* The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

*Services:* The DMV provides service to approximately 600,000 licensed drivers and identification card holders (out of a population of more than 650,000) and 300,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for 2.5 million tickets each year. We also conduct approximately 150,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations are listed by functional division.

## 2 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

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Provide outstanding customer service.

Develop and retain a skilled and diverse workforce.

Protect and secure DMV data and processes.

Cultivate innovative solutions to improve customer safety.

Optimize processes and systems as technology evolves.

Create and maintain a highly efficient, transparent, and responsive District government.

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Provide outstanding customer service.</b>		
Title and register vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles	Daily Service
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
<b>Develop and retain a skilled and diverse workforce.</b>		
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
<b>Protect and secure DMV data and processes.</b>		
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
<b>Cultivate innovative solutions to improve customer safety.</b>		
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Information technology	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
Title and Register Vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles.	Daily Service
<b>Optimize processes and systems as technology evolves.</b>		
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Title and Register Vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements	Daily Service
Agency Management	Optimize processes and systems as technology evolves.	Daily Service

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Provide outstanding customer service.</b>					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	100%	95.5%	70%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	99.9%	100%	75%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	91.9%	91.9%	91%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	91.9%	92.3%	85%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	97.9%	97.3%	92%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	99.4%	99.1%	95%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	95.8%	95.3%	87%	87%
Average adjudication customer wait time in minutes	Down is Better	3.5	3.3	13	13
Average service center customer wait time in minutes	Down is Better	13.8	14.8	30	30
<b>Develop and retain a skilled and diverse workforce.</b>					
Percent of employees attending annual customer service training.	Up is Better	95.8%	97%	94%	94%
<b>Protect and secure DMV data and processes.</b>					
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	98%	98%
<b>Cultivate innovative solutions to improve customer safety.</b>					
Percent of customers reached from safety education	Up is Better	98.6%	97.2%	80%	80%
<b>Optimize processes and systems as technology evolves.</b>					
Percent of registrations renewed online	Up is Better	86.4%	82.8%	78%	78%
Percent of licenses renewed online	Up is Better	29.3%	44.6%	10%	10%
Percent of ID cards renewed online	Up is Better	29.1%	19.2%	2%	2%
Percent of organ donor designees through DMV	Up is Better	43.3%	43.6%	40%	40%

## Workload Measures

Measure	FY 2021	FY 2022
<b>Adjudicate parking, moving and photo enforcement tickets</b>		
Percent of parking tickets adjudicated	7.8%	13.3%
Percent of moving tickets adjudicated	25%	43.5%
Percent of photo tickets adjudicated	9.1%	8.7%
<b>Issue driver licenses and identification cards</b>		
Number of driver licenses issued	130,616	111,526
Number of identification cards issued	33,146	36,441
<b>Title and register vehicles</b>		
Number of vehicle registrations issued	233,477	200,444
<b>Provide general and administrative support</b>		
Percent of employees trained on customer service	95.8%	97%
Number of employees	269	270
Number of customers reached	34,223	36,961